

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE		PAGE OF PAGES	
2. AMENDMENT/MODIFICATION NO. A0001		3. EFFECTIVE DATE 03/31/2009		4. REQUISITION/PURCHASE REQ. NO.		5. PROJECT NO. (If applicable)	
6. ISSUED BY Federal Communications Commission/CPC 445 12th Street SW Washington, DC 20554		CODE		7. ADMINISTERED BY (If other than Item 6)		CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) ALL POTENTIAL OFFERORS				(X)		9A. AMENDMENT OF SOLICITATION NO.	
				<input checked="" type="checkbox"/>		RFQ 09000058	
				<input type="checkbox"/>		9B. DATED (SEE ITEM 11)	
				<input type="checkbox"/>		10A. MODIFICATION OF CONTRACT/ORDER NO.	
CODE				FACILITY CODE		<input type="checkbox"/>	
						10B. DATED (SEE ITEM 13)	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

- ☒ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☒ is extended, ☐ is not extended.
- Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
 (a) By completing items 8 and 15, and returning 1 copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted;
 or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
N/A

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) NO. IN ITEM 10A.	THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER
<input type="checkbox"/>		
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).	
<input type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:	
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)	

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
 The above solicitation is hereby being amended as follows:
 (1) Responses to questions submitted by potential offerors
 (2) In Section 5.0 Services Required on page 9 of the RFQ should reflect 24 hours (one calendar day) and not 48 hours for the contractor to adjust to notification.
 (3) In Section 5.11.1 Inbound Call Activity Reports on page 13 of the RFQ - delete the report on emails
 (4) In Section 12.0 Evaluation and Basis of Award (Factor 1) - delete the reference for mail, email and faxing services.
 (5) Correction to Attachment B Section 5.0 Pricing Table (page 29) (see attached sheets)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Joyce Terry-Butler Contracting Officer	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		(Signature of Contracting Officer)	3/31/09

INSTRUCTIONS

Instructions for items other than those that are self-explanatory, are as follows:

- (a) Item 1 (Contract ID Code). Insert the contract type identification code that appears in the title block of the contract being modified.
- (b) Item 3 (Effective date).
- (1) For a solicitation amendment, change order, or administrative change, the effective date shall be the issue date of the amendment, change order, or administrative change.
 - (2) For a supplemental agreement, the effective date shall be the date agreed to by the contracting parties.
 - (3) For a modification issued as an initial or confirming notice of termination for the convenience of the Government, the effective date and the modification number of the confirming notice shall be the same as the effective date and modification number of the initial notice.
 - (4) For a modification converting a termination for default to a termination for the convenience of the Government, the effective date shall be the same as the effective date of the termination for default.
 - (5) For a modification confirming the contracting officer's determination of the amount due in settlement of a contract termination, the effective date shall be the same as the effective date of the initial decision.
- (c) Item 6 (Issued By). Insert the name and address of the issuing office. If applicable, insert the appropriate issuing office code in the code block.
- (d) Item 8 (Name and Address of Contractor). For modifications to a contract or order, enter the contractor's name, address, and code as shown in the original contract or order, unless changed by this or a previous modification.
- (e) Item 9, (Amendment of Solicitation No. - Dated), and 10, (Modification of Contract/Order No. - Dated). Check the appropriate box and in the corresponding blanks insert the number and date of the original solicitation, contract, or order.
- (f) Item 12 (Accounting and Appropriation Data). When appropriate, indicate the impact of the modification on each affected accounting classification by inserting one of the following entries.
- (1) Accounting classification
Net increase \$ _____
 - (2) Accounting classification
Net decrease \$ _____
- NOTE: If there are changes to multiple accounting classifications that cannot be placed in block 12, insert an asterisk and the words "See continuation sheet".
- (g) Item 13. Check the appropriate box to indicate the type of modification. Insert in the corresponding blank the authority under which the modification is issued. Check whether or not contractor must sign this document. (See FAR 43.103.)
- (h) Item 14 (Description of Amendment/Modification).
- (1) Organize amendments or modifications under the appropriate Uniform Contract Format (UCF) section headings from the applicable solicitation or contract. The UCF table of contents, however, shall not be set forth in this document
 - (2) Indicate the impact of the modification on the overall total contract price by inserting one of the following entries:
 - (i) Total contract price increased by \$ _____
 - (ii) Total contract price decreased by \$ _____
 - (iii) Total contract price unchanged.
 - (3) State reason for modification.
 - (4) When removing, reinstating, or adding funds, identify the contract items and accounting classifications.
 - (5) When the SF 30 is used to reflect a determination by the contracting officer of the amount due in settlement of a contract terminated for the convenience of the Government, the entry in Item 14 of the modification may be limited to --
 - (i) A reference to the letter determination; and
 - (ii) A statement of the net amount determined to be due in settlement of the contract.
 - (6) Include subject matter or short title of solicitation/contract where feasible.
- (i) Item 16B. The contracting officer's signature is not required on solicitation amendments. The contracting officer's signature is normally affixed last on supplemental agreements.

ATTACHMENT B – PRICING GUIDELINES

1.0 Project Start-Up

Charges associated with Project Start-Up shall include one or more of the following:

- a. Facility and Equipment – Costs incurred to prepare the site and equip the systems to support task requirements, including facility, equipment, supplies, and services.
- b. Project Implementation Support – Labor, travel, and supply costs for technical support incurred in support of start-up activities.

2.0 Training

Initial Training – Labor costs incurred for training to ensure compliance with performance requirements.

In order to assist the winning bidder in developing agent training, the government will provide representative training materials after contract award. Information provided will include materials on the following:

- General DTV & Background Information
- Rules & Regulations
- Coupon Program
- Hardware & Equipment
- Broadcasters
- Technical Issues & Troubleshooting

3.0 Project Management

Charges for all work performed to support the project after the contact center(s) become operational (e.g., Contractor's Project Manager, site managers, technical personnel, quality assurance and human resource personnel, administrative personnel, knowledge specialists, etc.), including support for maintaining the facility and technology infrastructure.

4.0 Attended Services

These are recurring charges for human resources and any recurring costs associated with facility, equipment and software, and maintenance required to perform under the task order. Recurring costs include costs for staff; facility and equipment, and telecommunications services need to perform these services.

5.0 Pricing

Prices identified in this section represent the prices for each of the contract items required for the task.

SAMPLE SCENARIO ESTIMATE

For purposes of preparing an estimated total price only, offerors shall base their price quotations on the estimated scenario set forth below that does not represent anticipated actual call volume during the performance period. As noted above, the contractor shall demonstrate that they have the capability to scale up to 4,000 agents and shall provide strategies toward addressing unpredictable call patterns. Contractor should assume 50% of call volume will be manned during the five day period of June 11, 2009 through June 15, 2009 and the balance of calls should be evenly distributed across the remainder of the period of performance.

Table A: Startup Price Table		
	Description	Firm Fixed Price
	One-Time Startup Costs	

Table B: Training – Agents and Supervisory Agents					
	Description	Unit of Issue	Unit Price	Estimated Quantities	Extended Price
	Tier 1 Agent - Cost Per Agent	Each		100	
	Tier 2 Agent - Cost Per Agent	Each		100	
	Tier 1 Supervisory Agent - Cost Per Agent	Each		20	
	Tier 2 Supervisory Agent - Cost Per Agent	Each		20	

Table C: Monthly Project Management Price Table							
	Description	Unit of Issue	Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	
	Monthly Recurring Project Management	Each					

Table D: Attended (Live) Services – Agents and Supervisory Agents						
	Description	Time Period	Unit of Issue	Unit Price	Estimated Quantities (Hours)	Extended Price
	Tier 1 Agent – Hourly Cost	Weekday	Hour		207,000	
	Tier 1 Agent – Hourly Cost	Weekend	Hour		92,000	
	Tier 1 Agent – Hourly Cost	Holidays	Hour		1400	
	Tier 2 Agent – Hourly Cost	Weekday	Hour		55,000	
	Tier 2 Agent – Hourly Cost	Weekend	Hour		23,000	
	Tier 2 Agent – Hourly Cost	Holidays	Hour		400	
	Tier 1 Supervisory Agent – Hourly Cost	Weekday	Hour		46,000	
	Tier 1 Supervisory Agent – Hourly Cost	Weekend	Hour		20,000	
	Tier 1 Supervisory Agent – Hourly Cost	Holidays	Hour		300	
	Tier 2 Supervisory Agent – Hourly Cost	Weekday	Hour		12,000	
	Tier 2 Supervisory Agent – Hourly Cost	Weekend	Hour		5,000	
	Tier 2 Supervisory Agent – Hourly Cost	Holidays	Hour		80	

--	--	--	--	--	--	--

Table E: Attended (Live) Services – Agents and Supervisory Agents (Spanish)						
Description	Time Period	Unit of Issue	Unit Price	Estimated Quantities (Hours)	Extended Price	
Tier 1 Agent – Hourly Cost	Weekday	Hour		60,000		
Tier 1 Agent – Hourly Cost	Weekend	Hour		27,000		
Tier 1 Agent – Hourly Cost	Holidays	Hour		400		
Tier 2 Agent – Hourly Cost	Weekday	Hour		16,000		
Tier 2 Agent – Hourly Cost	Weekend	Hour		7,000		
Tier 2 Agent – Hourly Cost	Holidays	Hour		120		
Tier 1 Supervisory Agent – Hourly Cost	Weekday	Hour		15,000		
Tier 1 Supervisory Agent – Hourly Cost	Weekend	Hour		6,000		
Tier 1 Supervisory Agent – Hourly Cost	Holidays	Hour		90		
Tier 2 Supervisory Agent – Hourly Cost	Weekday	Hour		3,500		
Tier 2 Supervisory Agent – Hourly Cost	Weekend	Hour		1,500		
Tier 2 Supervisory Agent – Hourly Cost	Holidays	Hour		25		

Table F: Other Language Services					
Description	Unit of Issue	Unit Price	Estimated Quantities	Extended Price	
Hourly Cost	Hour		9,000		

Table G: Single Price Estimate	
Estimated Total Scenario Costs	